

# Certification Process for Agencies Providing Mental Health and Substance Abuse Services

Interface of Division of Disability and Elder Services (DDES),  
Office of Quality Assurance (OQA),  
Mental Health and Alcohol and Other Drug Abuse Program Certification  
with Wisconsin Medicaid Certification Processes

## Applicant Actions

### DDES Program Certification Process

The agency requests an application from the OQA/Program Certification Unit (PCU).

The agency sends the Entity Caregiver Background Check (ECBC) forms and fee to the OQA/Office of Caregiver Quality (OCQ).

The agency sends a program application and fee to the OQA Regional Office (RO) and schedules a site visit.

## Department of Health and Family Services Actions

The OQA/PCU e-mails a reply in one business day and mails an application packet within two weeks.

The OCQ reports ECBC approvals to OQA/PCU.

Application reviewed in OQA RO; additions and/or revisions when required.

When application is complete an on-site visit date is set.

Additions or revisions.

On-site visit by  
Licensing Specialist of  
PCU (surveyor's decision)

Not approved

Approved

The DDES/OQA  
program certificate  
with number,  
service type, and  
effective period is  
issued to agency.

Final review;  
program certificate  
is issued.

Certified program  
directory updated.

## Wisconsin Medicaid Process

- The agency requests a Medicaid application packet and a OQA/PCU application at the same time to ensure the Wisconsin Medicaid certification effective date matches the OQA/PCU certification effective date.
- The agency completes the Medicaid application and submits it to Wisconsin Medicaid. (Do not wait for the DDES/OQA program certificate.)
- The application will be returned if there is incorrect or missing information.
- Wisconsin Medicaid holds the completed Medicaid application until it receives the DDES/OQA program certificate from the agency.
- When the Medicaid application is correctly completed and the DDES/OQA program certificate is received, Wisconsin Medicaid issues a certification effective date and a Medicaid provider number.